



**BEFORE THE PUBLIC UTILITIES COMMISSION
OF THE STATE OF CALIFORNIA**

FILED

08/04/21
04:59 PM

C2108005

Ray M. Nichols,

Complainant,

vs.

Southern California Gas Company (U904G),

Defendant.

ECP Case (C.) _____

Expedited Complaint
(Rule 4.6)

COMPLAINANT	DEFENDANT
<p>Ray M. Nichols 11144 Lucerne Avenue Los Angeles CA 90230 T – 310-838-5974 E-mail: rmimages@gmail.com</p>	<p>Southern California Gas Company (U904G) Attn: Ray Ortiz, Tariff Manager 555 West Fifth Street, GT14D6 Los Angeles CA 90013 T: 213-244-3837 E-mail 1: rortiz@semprautilities.com E-mail 2: tariffs@socalgas.com</p>

BEFORE THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA

(A)

Ray M Nichols

COMPLAINANT(S)

vs.

(B)

SoCalGas

DEFENDANT(S)

(Include Utility "U-Number", if known)

(for Commission use only)

(C)

Have you tried to resolve this matter informally with the Commission's Consumer Affairs staff?

☒ YES

☐ NO

Has staff responded to your complaint?

☒ YES

☐ NO

Did you appeal to the Consumer Affairs Manager?

☐ YES

☒ NO

Do you have money on deposit with the Commission?

☐ YES

☒ NO

Amount \$ _____

Is your service now disconnected?

☐ YES

☒ NO

COMPLAINT

(D)

The complaint of (Provide name, address and phone number for each complainant)

Name of Complainant(s)	Address	Daytime Phone Number
Ray M Nichols	11144 Lucerne Ave. Los Angeles, CA 90230	(310) 838-5974

respectfully shows that:

(E)

Defendant(s) (Provide name, address and phone number for each defendant)

Name of Defendant(s)	Address	Daytime Phone Number
SoCalGas	PO Box 1626, Monterey Park, CA 91754	1-800-427-2200

(F)

Explain fully and clearly the details of your complaint. (Attach additional pages if necessary and any supporting documentation)

SoCalGas overcharges my account by continually estimating meter readings rather than taking actual readings on a bi-monthly basis as required. Staff on telephone lines say they sent out readers but are unable to get an accurate reading, but after contesting last time and having two SoCalGas employees come by to verify my meter and access, I was told by these employees that SoCalGas no longer has meter readers, so the problem continues.

Upon receiving this current (Aug) second successive estimated bill, I checked the meter and can verify I'm being overcharged as the estimate is higher than the actual. The overcharge places me into "over baseline" at a higher rate. Previously, after they rectified the problem after three months of consecutive estimates, I believe they never rectified the "over baseline" charges.

(G) Scoping Memo Information (Rule 4.2(a))

(1) The proposed category for the Complaint is (check one):

☒ adjudicatory (most complaints are adjudicatory unless they challenge the reasonableness of rates)

☐ ratesetting (check this box if your complaint challenges the reasonableness of a rates)

(2) Are hearings needed, (are there facts in dispute)? ☒ YES ☐ NO

(3) ☒ Regular Complaint ☐ Expedited Complaint

(4) The issues to be considered are (Example: The utility should refund the overbilled amount of \$78.00):

The utility needs to perform actual meter readings on a bi-monthly basis as previously agreed and as required, so as not to continue to overcharge. All my estimates have been over-charges, not under-charges.

My past and current over-charges and reimbursements because of estimated over-charged billings that fall beyond the bi-monthly required basis need to be evaluated by someone who understands the rates to make sure rectification regarding the extra costs of "over baseline" up-charges are accurately accounted for.

- (5) The proposed schedule for resolving the complaint within 12 months (if categorized as adjudicatory) or 18 months (if categorized as ratesetting) is as follows:

Prehearing Conference: Approximately 30 to 40 days from the date of filing of the Complaint.

Hearing: Approximately 50 to 70 days from the date of filing of the Complaint.

Prehearing Conference (Example: 6/1/09):	
Hearing (Example: 7/1/09)	

Explain here if you propose a schedule different from the above guidelines.

Request hearings in Los Angeles

(H)

Wherefore, complainant(s) request(s) an order: State clearly the exact relief desired. (Attach additional pages if necessary)

SoCalGas should be required to perform accurate Bi-Monthly meter readings that are accurately reflected in their billing statements. It appears currently they have no one on staff to fill the meter-reading requirement. SoCalGas should rectify overcharges in a manner that clearly shows "over-baseline" upcharges and how those are rectified when estimated billing is successive beyond the bi-monthly actual meter reading requirement.

(I)

OPTIONAL: I/we would like to receive the answer and other filings of the defendant(s) and information and notices from the Commission by electronic mail (e-mail). My/our e-mail address(es) is/are:

(J)

Dated Los Angeles, California, this 26 day of July, 2021
(City) (date) (month) (year)



Signature of each complainant

(MUST ALSO SIGN VERIFICATION AND PRIVACY NOTICE)

(K)**REPRESENTATIVE'S INFORMATION:**

Provide name, address, telephone number, e-mail address (if consents to notifications by e-mail), and signature of representative, if any.

Name of Representative:	
Address:	
Telephone Number:	
E-mail:	
Signature	

VERIFICATION
(For Individual or Partnerships)

I am (one of) the complainant(s) in the above-entitled matter; the statements in the foregoing document are true of my knowledge, except as to matters which are therein stated on information and belief, and as to those matters, I believe them to be true.

I declare under penalty of perjury that the foregoing is true and correct.

(L)

Executed on 7-26-21, at Los Angeles, California
(date) (City)


(Complainant Signature)

VERIFICATION
(For a Corporation)

I am an officer of the complaining corporation herein, and am authorized to make this verification on its behalf. The statements in the foregoing document are true of my own knowledge, except as to the matters which are therein stated on information and belief, and as to those matters, I believe them to be true.

I declare under penalty of perjury that the foregoing is true and correct.

(M)

Executed on _____, at _____, California
(date) (City)

Signature of Officer

Title

(N) NUMBER OF COPIES NEEDED FOR FILING:

If you are filing your formal complaint on paper, then submit one (1) original, six (6) copies, plus one (1) copy for each named defendant. For example, if your formal complaint has one defendant, then you must submit a total of eight (8) copies (Rule 4.2(b)).

If you are filing your formal complaint electronically (visit <http://www.cpuc.ca.gov/PUC/efiling> for additional details), then you are not required to mail paper copies.

(O) Mail paper copies to: California Public Utilities Commission
Attn: Docket Office

505 Van Ness Avenue, Room 2001
San Francisco, CA 94102

PRIVACYNOTICE

This message is to inform you that the Docket Office of the California Public Utilities Commission ("CPUC") intends to file the above-referenced Formal Complaint electronically instead of in paper form as it was submitted.

Please Note: Whether or not your Formal Complaint is filed in paper form or electronically, Formal Complaints filed with the CPUC become a public record and may be posted on the CPUC's website. Therefore, any information you provide in the Formal Complaint, including, but not limited to, your name, address, city, state, zip code, telephone number, E-mail address and the facts of your case may be available on-line for later public viewing.

Having been so advised, the Undersigned hereby consents to the filing of the referenced complaint.



Signature

7-26-21

Date

Ray Nichols

Print your name

R 119 803 0477 5

DATE MAILED Jun 22, 2021
24 Hour Service

Page 1 of 2



A Semptra Energy utility®

RAY M NICHOLS
11144 LUCERNE AVE
CULVER CITY CA 90230-4244

1-800-427-2200 English
1-800-342-4545 Español
1-800-252-0259 TTY

socalgas.com

Jul - e^H

CARE You are currently receiving the CARE discount. The discount now appears as a separate credit on your bill.

Account Summary

Amount of Last Bill		\$10.79
Payment Received	06/14/21	THANK YOU - 10.79
Current Charges		+ 18.09
Total Amount Due		\$18.09

✓ Estimated Bill - Your usage was estimated due to your participation in the Advanced Meter Opt-Out program. Bi-monthly meter reading is CPUC mandated for Advanced Meter Opt-Out accounts. Future bills may be adjusted up or down based on actual usage.

Current Charges

Rate: GR - Residential Climate Zone: 1 Baseline Allowance: 13 Therms
Meter Number: 03157276 (Next scheduled read date Jul 20 2021) Cycle: 14

Billing Period	Days	Meter Number	Current Reading	Previous Reading	= Difference	x Factor	BTU x Factor	= Total Therms
05/19/21 - 06/18/21	30	03157276	8580	8567	13	1.000	1.036	13

GAS CHARGES

Customer Charge	30 Days x \$.16438	Amount(\$)	4.93
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Gas Service (Details below) 13 Therms

	Baseline		
Therms used	13		
Rate/Therm	\$1.18538		
Charge	\$15.41	=	15.41

Transportation Charge Adj	13 Therms x \$.00136	- .02
CARE Program Discount		-4.06

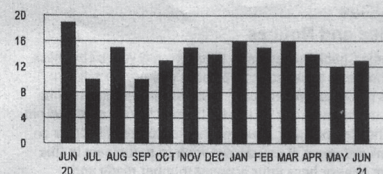
Total Gas Charges \$16.26

(Continued on next page)

DATE DUE Jul 13, 2021

AMOUNT DUE \$18.09

Gas Usage History (Total Therms used)



	Jun 20	May 21	Jun 21
Total Therms used	19	12	13
Daily average Therms	.6	.4	.4
Days in billing cycle	30	29	30

Tis' the season for backyard projects and home upgrades! Contact 811 before you dig to keep your family and neighborhood safe. More info at socalgas.com/811

SoCalGas' gas commodity cost per therm for your billing period:

Jun	\$ 39.460	May	\$ 35.684
-----	-----------	-----	-----------



A Sempra Energy utility®

ACCOUNT NUMBER 119 803 0477 5
SERVICE FOR
RAY M NICHOLS
11144 LUCERNE AVE
CULVER CITY CA 90230-4244

DATE MAILED Jul 22, 2021
24 Hour Service

Page 1 of 2

1-800-427-2200 English
1-800-342-4545 Español
1-800-252-0259 TTY
socialgas.com

Aug-e

H

CARE You are currently receiving the CARE discount. The discount now appears as a separate credit on your bill.

Account Summary

Amount of Last Bill \$18.09
Payment Received 07/14/21 -18.09
Current Charges +28.49
Total Amount Due \$28.49

PO Box 16,26
Monterey Park
CA 91754
THANK YOU

Estimated Bill - We were unable to obtain an accurate meter reading during this billing period, therefore your gas usage has been estimated. Future bills may be adjusted upward or downward based on an actual read.

Current Charges

Rate: GR - Residential Climate Zone: 1 Baseline Allowance: 14 Therms
Meter Number: 03157276 (Next scheduled read date Sep 17 2021) Cycle: 14

Billing Period	Days	Meter Number	Current Reading	Previous Reading	Difference	Billing Factor	BTU Factor	Total Therms
06/18/21 - 07/20/21	32	03157276	8599	8580	19	1.000	1.034	20

GAS CHARGES 8594 actual on 7-24-21 Amount(\$)
Customer Charge 32 Days x \$.16438 5.26

Gas Service (Details below) 20 Therms

	Baseline	Over Baseline
Therms used	14	6
Rate/Therm	\$1.22000	\$1.62000
Charge	\$17.08	+ \$9.72

Transportation Charge Adj 20 Therms x \$.00136 -03
CARE Program Discount -6.41

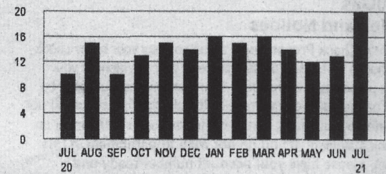
Total Gas Charges \$25.62

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DATE DUE Aug 11, 2021

AMOUNT DUE \$28.49

Gas Usage History (Total Therms used)



	Jul 20	Jun 21	Jul 21
Total Therms used	10	13	20
Daily average Therms	.3	.4	.6
Days in billing cycle	30	30	32

SoCalGas is committed to helping our customers. If you are seeking financial relief, you may qualify for assistance programs that could help with your bill, your home, and medical needs. Learn more: socialgas.com/Assistance

SoCalGas is committed to helping our customers. If you are seeking financial relief, CARE customers may be eligible for past due bill forgiveness through the Arrearage Management Plan. Learn more: socialgas.com/Forgiveness

SoCalGas' gas commodity cost per therm for your billing period:

Jul. \$.42622 Jun. \$.39460

PLEASE KEEP THIS PORTION FOR YOUR RECORDS. (FAVOR DE GUARDAR ESTA PARTE PARA SUS REGISTROS.)

PLEASE RETURN THIS PORTION WITH YOUR PAYMENT. (FAVOR DE DEVOLVER ESTA PARTE CON SU PAGO.)



SoCalGas A Sempra Energy utility®

Save Paper & Postage
PAY ONLINE
socialgas.com

ACCOUNT NUMBER
119 803 0477 5

DATE DUE Aug 11, 2021

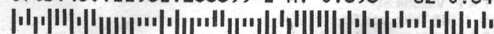
AMOUNT DUE \$28.49

Please enter amount enclosed.

\$

Write account number on check and make payable to SoCalGas.

3765.480.11981.266899 1 AV 0.398 oz 0.642



RAY M NICHOLS
11144 LUCERNE AVE
CULVER CITY CA 90230-4244

SoCalGas
PO BOX C
MONTEREY PARK CA 91756-5111

CV 14 2562 1730

80 1198030477 00002849 53

1198030477 0000104050